



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012
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BENCH:

ER. RANJAN KUMAR NAIK (PRESIDENT),
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 288⁽⁵⁾ Dated, the 14.05.2024

Quorum: Er. Ranjan Kumar Naik - President
Sri Kamala Kanta Pattnaik - Member (Finance)
Sri Bhairaba Naik - Co-Opted Member

1	Case No.	Complaint Case No. BPT-131/2024		
2	Complainant/s	Name & Address Sri Lochan Sahu, Repr. By Sri Mukesh Kumar Sahu, At-Kantamal, Po-Kuhura, Ps-Kegaon, Dist.-Kalahandi.	Consumer No 9033-1304-1773	Contact No. 94381-01073
3	Respondent/s	Name Sri Devi Prasad Dixit, SDO Elect. Kesinga, TPWODL.	Division Kalahandi East Electrical Division, TPWODL	
4	Date of Application			
5	In the matter of-	1. Agreement/Termination	2. Billing Disputes	√
		3. Classification/Reclassification of Consumers	4. Contract Demand / Connected Load	
		5. Disconnection / Reconnection of Supply	6. Installation of Equipment & apparatus of Consumer	
		7. Interruptions	8. Metering	
		9. New Connection	10. Quality of Supply & GSOP	
		11. Security Deposit / Interest	12. Shifting of Service Connection & equipment's	
		13. Transfer of Consumer Ownership	14. Voltage Fluctuations	
		15. Others (Specify) -		
6	Section(s) of Electricity Act, 2003 involved			
7	OERC Regulation(s) with Clauses	1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) <u>155</u> 2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause _____ 3. OERC Conduct of Business) Regulations,2004; Clause _____ 4. Odisha Grid Code (OGC) Regulation,2006; Clause _____ 5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause _____ 6. Others _____		
8	Date(s) of Hearing	16.03.2024		
9	Date of Order	14.05.2024		
10	Order in favour of	Complainant	Respondent	√ Others
11	Details of Compensation awarded, if any.	Nil		

CO-OPTED MEMBER

Co-Opted Member
GRF, Bhawanipatna

MEMBER (Fin.)

MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna

PRESIDENT

PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Kesinga

Appeared:

1. **For the Complainant** – Sri Lochan Sahu, Repr. By Sri Mukesh Kumar Sahu, At-Kantamal, Po-Kuhura, Ps-Kegaon, Dist.-Kalahandi.
2. **For the Respondent** – Sri Devi Prasad Dixit, SDO Elect. Kesinga, TPWODL.

Complaint Case No. BPT-131/2024

Sri Lochan Sahu,
Repr. By Sri Mukesh Kumar Sahu,
At-Kantamal,
Po-Kuhura, Ps-Kegaon,
Dist.-Kalahandi.
Con. No.9033-1304-1773

COMPLAINANT

Sri Devi Prasad Dixit,
SDO Elect. Kesinga,
TPWODL.

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Lochan Sahu, Repr. By Sri Mukesh Kumar Sahu, At-Kantamal, PO- Kuhura, Ps- Kegaon Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Kesinga on dt. 16.03.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ DOM supply with CD of 1 kw having consumer No **9033-1304-1773** under SDO Elect. Kesinga.
- 2) As complained by the complainant abnormal bill was raised on 01/2022 and 03/2023.
- 3) The complainant has intimated the same to the OP, but till date the OP remains silent for which getting no other way the complainant has approached this forum for redressal of his grievance.

The complainant has prayed for:

To revise the abnormal bill.

SUBMISSION OF OPPOSITE PARTY IN BRIEF:

The OP (SDO Elect. Kesinga) in its counter reply and course of hearing submitted as follows:

- 1) PVR dtd. 19.04.2024
- 2) Billing Abstract from November 2012 to March 2024
- 3) Date of supply 28/10/2012



- 4) Category: LT/ DOM
- 5) Connected Load 1 KW
- 6) Meter No- 300043742
- 7) Installed on: 05/07/2023 with IMR: "0"
- 8) CMR: 238 Kwh as on 19/04/2024
- 9) Meter Status: Ok
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Kesinga as follows:
 - Excess billing raised in the month of 01/2022 and 03/2023.
 - Provisional bill has not been adjusted from 04/2023 to 05/2023.

FINDINGS / OBSERVATIONS OF THE FORUM

On perusal of the complaint petition with all relevant enclosures as well as submission of OP and billing statement; the forum observes the followings:

- The complainant reiterated for abnormal billing. The OP submitted that the excess billing raised in the month of 01/2022 and 03/2023. and,
- The provisional bill has not been adjusted from 04/2023 to 05/2023.
- As per billing database it appears that some bill was raised in high consumption due to suppress reading.

ORDER 14.05.2024

Basing on above observations, the forum passes the following order as per regulations of OERC Distribution (Conditions of Supply) Code 2019.

- To revise the bill by way of recasting from 10/2012 to 03/2023 with IMR "0" Kwh on 10/2012 and FMR "6800" on 03/2023.
- To revise the bill from 04/2023 to 06/2023 by taking six-month average consumption of present meter (i.e. IMR "0" Kwh on 07/2023 and FMR "194" Kwh on 12/2023.

The case is disposed of accordingly.

Compliance report must be submitted to the Forum by the opposite party after compliance otherwise it will be treated as non-compliance.

Compliance Month- June -24.

Recd 10/5/24
B. NAIK
Co-Opted Member
GRF, Bhawanipatna

14.05.24
K.K. PATNAIK
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

14.05.24
R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. Sri Lochan Sahu, Repr. By Sri Mukesh Kumar Sahu, At- Kantamal, PO- Kuhura, Ps- Kegaon Dist- Kalahandi
2. SDO Elect. Kesinga, TPWODL.
3. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
4. Chief Legal, Head Quarter Office, TPWODL, Burla.

“If the Complainant is aggrieved with this order of the Grievance Redressal Forum, he/she can make the representation to the Ombudsman-II, Qrs. No.3R-2(S), GRIDCO Colony, P.O: Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums.”

GRF BHAWANIPATNA